telent

talent with technology

ICT Managed Service

In total, Telent provides over 130 service catalogue items in its ICT Managed Service offering for emergency services and is able to support all aspects of mission-critical infrastructure as well as day-to-day back office ICT solutions.

Telent specialise in the effective operation of critical national infrastructure and are at the heart of many of the UK and Ireland's best-known brands. We have a long standing track record providing mission critical technology solutions to Police, Fire, Ambulance and Public Safety organisations across the UK & Ireland.

At Telent we design, deliver, support and operate a wide range of solutions for public safety organisations that include control rooms and in addition we provide vehicle connectivity & conversion services, mobile data terminals, unified communications, cloud-based services and a wide range of ICT managed services. In summary we can help with any information technology or communications technology requirement emergency service and public safety organisations have.

Solutions from Telent for emergency services include:

ESN Transition Services – Fleet upgrades are a major consideration in the move to ESN, but there are many more aspects to consider. Telent provide a complete portfolio of services to support the transition to ESN covering the entire critical communication infrastructure.

Control Rooms – Complete range of technology and services for emergency control rooms, including recommending, procuring, integrating and managing a range of systems and software applications.

Cloud Data Centres – UK hosted and supported, private cloud virtual data centre solutions for networking, compute and storage with PSN accreditation.

Networks & IT Security Management – The expertise and vendor certifications to provide network planning, design, deployment and support of LAN, WAN and WiFi networks. Complimented by Cyber Security Services, spanning governance, risk and compliance (GRC), security assessment and IT security solutions.

Unified Communications – From a traditional telephone conversation to a multi-media virtual meeting, Telent's portfolio of unified communications solutions enable effective collaboration across all locations.

Station End & Resource Alerting – Systems that mobilise fire stations, alerting retained firefighters to respond to an incident and RNLI lifeboat crew to mobilise for a launch.

Vehicle Connectivity Services – Fitting radios, data terminals and gateway routers into vehicles for all emergency services. This includes experience with the latest electric powered vehicles and upgrades for ESN.

Private Radio & Microwave Systems – The design, installation and support across a range of dedicated radio systems for specific user groups.

Benefits of using Managed ICT Services

Many emergency services are exploring the benefits of moving to managed ICT services. Some regional and county fire and police services have already procured managed ICT services either for specific functions or for their entire technology estate.

Financial

Whether it is financial predictability or a shrinking budget, managed ICT services offer an attractive approach in Blue Light services with regular financial reporting and measurement. Telent offers efficiency and value for money reviews as part of its ongoing appraisal process with its emergency services customers to ensure that it is constantly providing the best service at the best price, and meeting client needs as they evolve.

Expertise

In deciding to migrate some or all services to an ICT managed service company it results in having highly trained, qualified experts on hand to help. The emergency services have specific challenges and needs so it is important to select an ICT partner that specialises in this sector.

Telent provides engineers with knowledge in a breadth of specialist technologies and business analysis skills, that are security cleared and have extensive experience working with the emergency services sector. This ensures both relevant ICT expertise and a 'cultural-fit' with the Blue Light sector.

Flexibility

Using managed services means that customers can reasonably expect changes in practice or technology to be accommodated quickly with minimal cost and disruption. Resulting in customers having the ability to undertake ICT transformations more quickly and efficiently.

Telent undertakes continual benchmarking, ensuring service efficiency and value for money. By adopting industry best practice, Telent offers its clients guaranteed efficiencies year on year, as well as continual service improvement which ensures that its service goes above and beyond customer expectations.

Partnership

Telent provides local working for emergency services, ensuring that there are always staff on site to assist with any problem as it arises. Telent holds regular meetings with its customers to share best practice, innovation and technology updates and ensure ICT strategy and delivery alignment with client needs.

Futureproofing

The 'future-proofing' of equipment and systems can be provided cost effectively by managed service offerings, and it is within both parties' interests to use up-to-date services as opposed to persistently maintaining and overlaying legacy systems.

Telent facilitate quarterly innovation sessions with managed service clients, ensuring they are kept abreast of the latest developments in technology that may be of benefit to them. This means that Telent can use the general information gathered at these meetings and feed it back to the wider industry, promoting awareness and collaboration, and increasing the potential for resolution on the largest possible scale.

Summary

A fully flexible managed service for all ICT requirements, provided by specialist service teams dedicated to the emergency services sector. Able to support a single application or technology through to the transformation of an organisations entire ICT estate. Covering all aspects of mission-critical infrastructure as well as day-to-day back office ICT solutions.